

## ***PYA Helps Insulate POL R from Heated Competition***

**Growing Enterprise Requires Open System** • POL R Enterprises is the largest distributor and fabricator of industrial and commercial insulation in the province of Quebec, operating multiple locations under the Nadeau name. It is also growing rapidly in Ontario, operating additional locations under the Impro name. POL R's previous system, an IBM 36, wasn't an open system, could not be easily modified, and was extremely slow. The communications link between Montreal and Quebec was unacceptably slow. The Customer Service department wanted to provide its customers with answers to their questions in one phone call, which meant that their reps needed information instantly from a fast and efficient order processing system.

So when Benoit Poupart, (Co-President, Operations) and Daniel Desbiens (Co-President, Sales) of POL R began the search for a new computer system, they first set some specific goals. "First, we needed an open system environment to integrate multiple technology platforms. We wanted a system that would give us the flexibility to choose the functions we need to manage our business today, and could grow along with the company," explains Poupart. "Second, we insisted on software that embraces the inventory management principles of Gordon Graham, a leading expert in the distribution industry. Third, an Executive Information System (EIS) was mandatory to keep us in touch with the key indicators and trends of our growing enterprise. Finally, we insisted on working with dedicated professionals who understand the wholesale distribution and manufacturing industries."

**The Search for New Software** • Poupart began looking for a new system in the summer of 1995. He attended wholesale distribution seminars and learned more about Gordon Graham. He was convinced that Graham's methodologies applied to his business, and so he began to search for 'Graham-ized' software. Poupart was very interested in FACTS, since it was at the top of the Graham's recommended software packages.



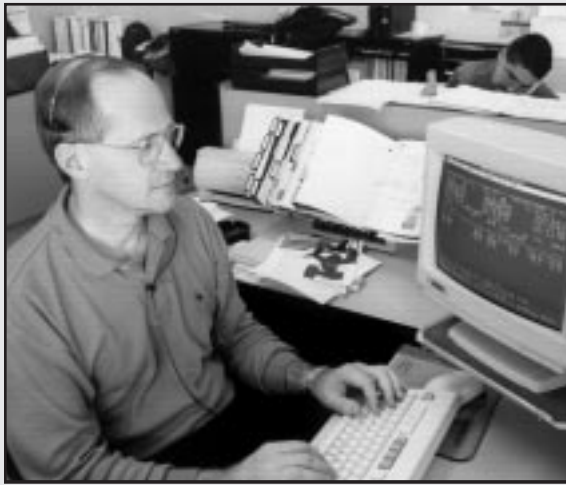
From left to right: Daniel Desbiens and Benoit Poupart

**BENOIT POUPART & DANIEL DESBIENS AT POL R**

"PYA sent in professionals who spent all of the required time to learn about our business. PYA instantly related to our needs . . . (and) was fully committed to satisfying all of our requirements."

—*Benoit Poupart*

Denis Longtin, POL R customer service rep



**"We rely on EIS for all sales statistics. We integrate sales analysis data from FACTS and budget data from Excel into PYA's EIS. In one simple step, we can analyze actuals versus budget. No matter where I am traveling, EIS puts my finger on the pulse of the business."**

**—Daniel Desbiens**

When Poupart first met with PYA, he was extremely impressed with its approach to doing business. "PYA sent in professionals who spent all of the required time to learn about our business," he explains. "PYA instantly related to our needs. For example, an EIS was critical to our business. And although PYA did not offer an EIS at the time, their approach was to find the best EIS engine and integrate it to FACTS. From the beginning, PYA was fully committed to satisfying all of our requirements."

**The Switch to PYA** • In September 1996, after thoroughly evaluating several options, POL R decided to purchase an IBM RS 6000 Unix server, a 32-user license for FACTS, and PYA's EIS which is built around PowerPlay and is seamlessly integrated to FACTS.

"The switch to PYA and its suite of products has resulted in our company becoming more efficient," states Poupart. "PYA and FACTS have enabled us to meet our objectives in Customer Service. Our Customer Service representatives are now equipped with PCs and headphones, and depend on FACTS to instantly answer all of their customers' questions in one phone call."

POL R has realized the anticipated savings of implementing a PYA system. "Before selecting PYA, we needed an in-house MIS department to manage our computer system," recalls Poupart. "Now, with the guidance and support from PYA and POL R's Interdepartmental Computer Committee,

POL R is able to run FACTS and EIS without an MIS department. That's a clear example of the savings we've realized by installing an entirely new system from PYA."

**FACTS' Modular Design Fits Our Schedule** • Of vital importance to Poupart was a system that was modular in design so that POL R could take a phased implementation approach by purchasing the most important modules initially and adding other modules as needed.

FAXLink, one of the FACTS add-on modules, has helped POL R slash operating costs. FAXLink reduces paperwork by allowing POL R to electronically fax outgoing documents such as customer invoices, statements and purchase orders from the office or warehouse directly to its customers and vendors. "This saves us time and money," comments Poupart. "It has reinforced PYA's promise that their system would pay for itself and ultimately improve our bottom line."

"Manufacturing Control Plus (MC Plus) allows us to stay ahead of the competition," explains Poupart. "In the distribution industry, 'value added' is a growing part of the business. Simply put, our customers need us to take our products, cut them to specific sizes, and laminate them to other products. We needed a multilevel bill of material integrated to order processing in order to manage our inventory. MC Plus provides us with the most efficient method to create, manufacture and distribute finished goods."

EIS is yet another module that has made a tremendous impact on POL R's business. "We rely on EIS for all sales statistics," explains Desbiens. "We integrate sales analysis data from FACTS and budget data from Excel into PYA's EIS. In one simple step, we can analyze actuals versus budget. No matter where I am traveling, EIS puts my finger on the pulse of the business." Next, POL R is planning to integrate Accounts Receivable, Accounts Payable and General Ledger data from FACTS to EIS to better examine the financial side of their business.

**PYA Professionals Deliver the Goods** • "The determining factor in choosing PYA was the people. The initial startup assistance, as well as the continuing support, is incredible," exclaims Poupart. "Our company is growing, and we're on the move between our multiple locations. We really need to have our act together, and that's what FACTS and EIS do for us. And to take it one step further, that's exactly what PYA does for our entire operation. It helps us pull our 'facts' together so we can continue to grow our business profitably, while at the same time staying in control."



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